

Front Office Department (Concierge) at Shangri-la Hotel Surabaya.

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ABSTRACT

This report describes about the activities of internship program conducted at at Shangri-la Hotel Surabaya during 3 months that I should spend in the real industry. I selected to do Internship Program at Shangri-la Hotel Surabaya because I have passion in the hotel industry. Moreover, Shangri-la Hotel Surabaya is known as the best five stars hotel in East Java. Shangri-la Hotel Surabaya is an appropriate place to implement my knowledge and skills that I got from English Study Program especially from English for Hotel and Restaurant subject.

Keywords: *English for Hotel and Restaurant, Front Office Department, Shangri-la Hotel Surabaya*